

TransitCare

NEWSLETTER

A MESSAGE FROM OUR BRANCH MANAGER

Hello from the Branch Manager's desk. Townsville is in the middle of our one week of winter with one day being nine degrees and going up to 27 degrees. Who would live anywhere else!

Recently we had 27,500 people at our local stadium for the first and only State of Origin game outside of a major city. Townsville certainly celebrated and is still buzzing and busy as we now prepare for the upcoming Supercars 500 Championship!

Our monthly luncheon was held at Toms Tavern. A great time was had by all and the food was great. Thank you to our office staff member Jenny, who arranges this. I just turn up to help and do as I'm told!

Two additional new buses and a new car were recently delivered, so keep

an eye out as they look fantastic. The new buses have raised seats and we have received lots of positive comments. With the new financial year approaching please let us know where you'd like to travel to.

Please make sure when paying your account that you put a reference to your invoice number. This will assist the accounts department to match it up to your account.

Our office is manned from 7.30 am to 5.00 pm. We do call out-of-town trips sometimes, outside of these hours. If you are travelling from out-of-town we may call you outside of these hours. If you carry a mobile phone, please make sure it is turned on. All trips on a Saturday and Sunday require a pre-scheduled pick up time as the office is unmanned on weekends. Please let the office or our Contact Centre

know how many people will be in the vehicle with you as it's disappointing when we arrive in a car and you have several people waiting to travel.

We have a range of child and baby seats/capsules. If you require one of these, please advise us of the child's age and size so that we can bring the correct seat. We are unable to transport gas cylinders or fuel can but we do transport oxygen cylinders if needed by the client.

Dean Warren

Branch Manager, Townsville



A MESSAGE FROM THE CEO OF TRANSITCARE

Welcome to the winter edition of the TransitCare Townsville newsletter. We hope that you are enjoying this beautiful weather and that you have not suffered so far during this cold and flu season.

Please remember, if you live on your own and you have any concerns or need any support, don't hesitate to call our Contact Centre team.

Vaccinations

As the vaccinations for COVID-19 continue to roll out and the flu vaccine is now available, we encourage you to book your trip to see your GP for your jab, if you haven't already done so.

Home Care Packages

We have applied to government for

funding to enable us to provide Home Care packages for our clients. We will keep you informed as to when these might roll out.

Contact Centre Calls

Our Contact Centre makes the best efforts to efficiently manage enquiries and bookings. However, sometimes our call queue can become very busy with clients checking where their vehicle is and when it will arrive. This is often before the scheduled pick up time. We ask that you please refrain from calling us to find out where your vehicle is. Please be assured that if you've made a booking, we will get you to your appointment. Also, if you need to make changes to your trip booking, we'd appreciate it if you could call us during the middle of the day,

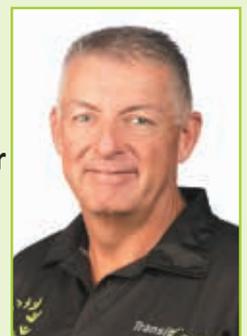
and not during our peak call times of between 7.30 am and 9.30 am.

Next Newsletter

Finally, the next edition of the newsletter will come to you in a magazine format, and will be called Together@TransitCare. Due to the increasing costs of printing, mailing and distribution, it will only be mailed to clients who travel. Wishing everyone a safe winter, free of the flu, coughs, colds and COVID.

Terry O'Toole

Chief Executive Officer



MEET A MEMBER

LORRAINE BAKVIS

I was born in Melbourne in 1942, and started teaching primary school in 1963. I taught for three years, got itchy feet and decided to go travelling. I sailed to England via Colombo, Suez Canal, Naples and Gibraltar.

I teamed up with some other Australian girls and we flatted together in London, going to all the usual tourist sights. We went on a trip to Ireland, and hired a horse drawn caravan, but that only lasted for two days, as the driver was the only one to sit down, the others had to walk. After 30 miles we decided to try our luck hitch-hiking.

Our next big trip was an eight week camping tour of mainland Europe and we travelled to Belgium, Holland, West Germany, Austria, Italy, France, Spain and Monaco. We went everywhere and tried anything – salt mines, cruises down the Rhine, bull fights, visited St. Peter's at the Vatican in Rome and many other places.

Money was tight, so we headed back to England and I worked, teaching, for several months to earn some more travel money. We then went on a three week camping trip to the Scandinavian countries including Denmark, Sweden, Finland, Poland, East Germany and USSR (now Russia). One of the many highlights on the trip was seeing Lenin in his tomb.

By the time this trip was finished, I decided to make my way back to Australia, and came home via the Caribbean, Mexico, Panama Canal, USA, Canada, Hawaii, Fiji and New Zealand, before finally arriving back in Australia. I was only home for four days and started work – teaching.

I went on a cruise to Singapore and met a man who became my first husband. After we married, we lived in West



Australia. We lost our first child at birth, and had a second baby, a boy. We separated, so I came back to Victoria. In 1977 I came to Townsville and started a Diploma of Teaching and taught for three months at Eddie Mabo's school in South Townsville.

In 1981 I met my second husband, we had a daughter and we bought a home in Rasmussen. My husband died in 1988 very suddenly. Since then I have done a Bachelor of Education, worked as a supply teacher and I currently volunteer at the Red Cross shop.

I now live in Kelso and once a week I play cards at the Upper Ross Community Centre and attend the TransitCare Drop-In when possible.

My daughter and grandchildren live in Brandon and my son lives in Melbourne.

TRANSITCARE OUTING

A great time was had by all our members who attended our lunch outing to Simply Tops seafood restaurant on Monday 24 May. We're all looking forward to our next adventure.



Branch Manager Dean Warren was pleased to meet with Ingham's local State Member, Nick Dametto MP to discuss the newly introduced services by TransitCare for the Ingham community. Mr Dametto is already familiar with our services from living in the Northern Beaches of Townville.

UPCOMING EVENTS

MONDAY 12 JULY

MONTHLY MEMBERS LUNCH

Where: Bohle Barn Hotel

When: 11.30-13.30

Cost: \$15 return transport, meal at own cost

****Raffles will be held****

FRIDAY 23 JULY

HERITAGE TEAROOM MORNING TEA

Where: Heritage TeaRoom, Herveys Range

When: 10.00-12.00

Cost: \$20 return transport, refreshments at own cost

MONDAY 2 AUGUST

MONTHLY MEMBERS LUNCH

Where: The Avenues Tavern, Kirwan

When: 11.30-13.30

Cost: \$15 return transport, meal at own cost

****Raffles will be held****

MONDAY 16 AUGUST

BUSHLAND BEACH HOTEL LUNCH

Where: Bushland Beach Hotel

When: 11.30-13.30

Cost: \$15 return transport, meal at own cost

MONDAY SEPTEMBER

MONTHLY MEMBERS LUNCH

Where: Tom's Tavern, Aitkenvale

When: 11.30-13.30

Cost: \$15 return transport, meal at own cost

****Raffles will be held****

TUESDAY 20 SEPTEMBER

THURINGOWA RSL LUNCH

Where: Thuringowa RSL, Kelso

When: 11.30-13.30

Cost: \$15 return transport, meal at own cost

CELEBRATING OUR VOLUNTEERS DURING NATIONAL VOLUNTEER WEEK

On Sunday 16 May, TransitCare CEO Terry O'Toole travelled to Townsville to join our Branch Manager Dean Warren, and 35 volunteers, partners and staff for breakfast at The Watermark Hotel on the Strand, in honour of National Volunteer Week. This week is the annual celebration to acknowledge the generous contribution of our nation's volunteers.

The theme for NVW 2021 was Recognise. Reconnect. Reimagine.

This acknowledges that it is time to:

- RECOGNISE, celebrate and thank volunteers for the vital role they play in our lives.
- RECONNECT to what is important by giving our time to help others and ourselves.

- REIMAGINE how we better support volunteers and communities they help.

The ceremony each year acknowledges and recognises the valuable contributions made by all of our volunteers. TransitCare is fortunate enough to have many long standing volunteers with recognition at significant periods of service. They are acknowledged at the Ceremony.

We acknowledged each volunteer with a gift and a certificate as a token of our appreciation. It was great to all be together again after having to cancel our event last year due to COVID restrictions.

Volunteers are the lifeblood of any organisation and we greatly value our volunteers who selflessly give of their

time to help the elderly and those with disabilities remain connected to their communities. Thank you TransitCare Townsville volunteers.



FUN AND GAMES

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PUBLIC HOLIDAY CLOSURES

TOWNSVILLE SHOW PUBLIC HOLIDAY

The Townsville Show public holiday is on Monday 5 July. Bookings for Tuesday 6 July must be made prior to 10.00 am on Friday 2 July.

QUEEN'S BIRTHDAY PUBLIC HOLIDAY

The Queen's Birthday public holiday is on Monday 4 October 2021. Bookings for Tuesday 5 October must be made prior to 10.00 am on Friday 1 October 2021.

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